1. What is your annual IT Infrastructure Budget for 2016, 2017 & 2018?
2015/16 Revenue Budget £1,177,672
2016/17 Revenue Budget £1,044,386
2017/18 Projected Revenue Budget £1,077,413

2. What storage vendor(s) and model do you currently use?
Not prepared to reveal model numbers for security reasons. NetApp and Nexsan are our vendors

3. When was the installation date of above storage vendor(s)? (Month/year) 4. When is your planned (or estimated) storage refresh date? (Month/year) 5. What is your estimated budget for the refresh?
We have been purchasing NetApp technology since 2006. We refresh separate elements of our 2 SANs over different years. NetApp/Nexsan refresh budget is circ £725k

NetApp
2017/18 £50000
2018/18 £414044
2019/20 £86000
2020/21 £70000
2021/22 £65000

Nexsan
2017/18 £35,000

6. What is the capacity of the storage data in TB?
250TB

7. The total number of IT staff employed by the organization:
65

8. Please list and provide contact details for the IT senior management team including CIO, IT Director and Infrastructure Architects if applicable:
SwitchBoard 01225 477000, we do not have a CIO or IT Director or Infrastructure Architects
Head of Service - Angela Parratt, Senior Management - Tony Deacy, Stuart Batson, Leighton Ballard

9. Please confirm if you are utilising desktop virtualisation technologies and if so how many users do you provide services for?
Yes, all 2300 users in the council have access to a virtual desktop with all their line of business applications available

10. What backup software do you use?
CommVault

11. How much data do you backup in TB?
36TB

12. Number of servers?
Physical Host Servers 36
Other physical servers - 8

13. What operating system(s) do you use?
Windows, Linux

14. Number of virtualised servers?
282 VM's

15. What percentage of your environment is virtualised?
Servers 97%, Desktop 92%

16. If you outsource your IT works, please provide who it is with and when the contract started and ends.
In House - was outsourced from 2003 - 2013

17. Please also name all of the IT re-sellers that you work with and buy from, as well as the frameworks that you use for the release of any tenders etc.
Frameworks - Supplying the southwest Procontract and G-cloud

18. Please also approximate the time spent managing your IT systems, specifically storage, per week in the unit of man hours. Also approximate the amount of time taken carving out LUNs and/or Volumes.
Most of our work on storage is checking backups worked, doing restores and windows file permissions estimate 20 hours per week - other areas mentioned are negligable and when shelves are refreshed

19. Please list any and all pain points that the IT teams, and organisation as a whole, experience with regard to the storage and usage of the virtualised workloads.
Initial purchase Price, Out of warranty costs, Life cycle of equipment, Exchange rate fluctuations, lack of understanding of total cost of ownership associated with storage

20. How is your storage connected, i.e. via Fibre Channel, Ethernet (NFS or ISCSi). If your storage is currently connected via Fibre Channel, do you have access to 10 GB Ethernet, or 1 GB ethernet, and if so, please declare which.
NFS and 10GB